



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

March 14, 2008

Nancy Ho
President/CEO
Practical Data Processing, Inc.
11515 Artesia Boulevard
Artesia, CA 90701

Dear Ms. Ho:

RE: FINAL MONITORING VISIT REPORT for Practical Data Processing, Inc. (PDP) – ET06-0182

Date of the Visit:	03/07/08
Beginning/Ending Time:	09:30 a.m. – 11:20 p.m.
Date of Last Visit:	10/10/07
Visit Location:	Artesia
Persons in attendance:	Stephanie Minami, PDP Mark Reeves, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	11/08/05 – 11/07/07	Agreement Amount:	\$835,100
Training Start Date:	12/12/05	No. to Retain:	450
Date Training must be Completed:	08/07/07	Range of Hours:	24 - 240
Type of Trainee:	New Hire (Job 1) Retrainee (Job 2)	Weighted Ave. Hours:	217 (Job 1) 41 (Job 2)

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ETP (04/15/05)

FINAL REPORT SUMMARY:

• ***HISTORY OF AGREEMENT***

Training began on December 12, 2005 and Ms. Minami confirmed that all training was completed by August 7, 2007, which allows for the 90-day retention period to be completed within the term ending date of November 7, 2007 for this Agreement.

• ***INTERVIEW WITH CONTRACT REPRESENTATIVE***

According to Ms. Minami, training went according to plan for Job 1 (New Hire). However, she reported that PDP did not provide any of the training anticipated for Job 2 (Retrainee). Ms. Minami explained that the training planned for Job 2 was based largely on the stated training needs of one primary participating employer, Leiner Health Products (Leiner). She explained further that at the time of contract development, Leiner's training initiatives were being handled through one point of contact for the entire company. However, she stated that during the term of this Agreement, Leiner's training efforts became decentralized across three facilities and PDP was unsuccessful its attempts to coordinate training with representatives from the three separate locations. Ms. Minami indicated that training was scheduled and postponed several times during the term of this Agreement due to the participating employer's difficulty in allotting sufficient training time during three work shifts at multiple facilities.

Despite the zero percent completion rate for Job 2, Ms. Minami stated that PDP was successful in maximizing ETP funding to successfully administer the New Hire training component in this Agreement. She indicated that PDP expects to achieve a completion rate above 90 percent for Job 1.

Ms. Minami reported that PDP did not experience any significant record keeping problems during the administration of this Agreement and she did not suggest any necessary changes to improve the process.

Breakdown and discussion of expected earnings:

Ms. Minami reported that following the completion of ETP's Special Review process for several Job 1 trainees, she expects PDP to earn approximately \$646,000 (93% of the amount encumbered for Job 1). Pending final verification of trainee eligibility, PDP's estimated earnings figure (combined with zero earnings for Job 2) amounts to an overall projected completion rate of 77 percent for this Agreement. Current records show that PDP has received \$652,063 in progress payments, of which \$443,984 has been approved as earned.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Job Number	Number to Retain	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training (in Reten.)	Number Trainees Placed (New Hires)	Number of Trainees Completed Retention
1	200	252	0	246	0	209	*165
2	250	0	0	0	0	N/A	0
Totals:	450	252	0	246	0	209	165

**Potential additional completions currently under Special Review process.*

ATTENDANCE ROSTERS:

Mr. Reeves reviewed multiple-date attendance rosters for 14 Job 1 trainees billed on Invoice No. 28 (P4 – Final Payment). The review period covered October 9, 2006 through June 29, 2007. The training documented during this period included Business Skills and Computer Skills topics from the approved curriculum. Mr. Reeves found that ETP requirements were met and properly documented. The review also confirmed that these trainees completed between 194.5 to 240 hours of class/lab training.

These findings are based only on the training records reviewed during this visit and represent only a sample of the training records completed to date. It is your responsibility to ensure that 100 percent of all training records are in compliance with Panel requirements prior to the closeout of this Agreement (Reference: Title 22, California Code of Regulations, Section 4442).

AUDIT:

PDP will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Mr. Reeves at (818) 755-3635 or by e-mail at sreeves@etp.ca.gov within ten (10) working days from the receipt of this report.

Sincerely,

Signature on file

Dolores Kendrick, Manager
North Hollywood Regional Office

Signature on file

S. Mark Reeves, Contract Analyst
North Hollywood Regional Office

cc: Stephanie Minami, PDP (via e-mail)
David Guzman, Chief - Program Operations Division (via e-mail)
Master File
Project File

Date report mailed to Contractor _____